

Sara Lynch - Senior Reviewer - Canberra

Sara Lynch has completed workplace investigations in both large government departments and smaller agencies since her retirement in 2014 following a public service career spanning 28 years in State, Territory and the Australian governments.

Sara has experience working in remote regions in the Northern Territory as well as urban and parliamentary settings. She has demonstrated her ability to communicate effectively with clients, stakeholders and colleagues in a range of settings. Sara is respected for her calm and sensitive approach when dealing with emotive and confronting situations. The majority of her work has been as an executive in the education and community services spheres in management, service delivery and policy.

Sara has undertaken a range of complex and sensitive investigations that include allegations against senior staff members, incidents resulting in injury or death, decision making around complex case management and workplace issues. Sara has conducted investigations at the request of the most senior decision makers and she is proficient at sensitively undertaking investigations and coming up with appropriate findings and recommendations.

Sara's work involved complex complaint management in community services, including matters related to Aboriginal and Torres Strait Islander services, the Arts, disability services, child protection, youth justice and government housing. Sara is adept at negotiating ways forward in matters under consideration by the Ombudsman's office and the Human Rights Commission. Sara is able to take into consideration each party's perspective and negotiate appropriate outcomes.

Sara also has experience working in government and industry relations in the aviation regulation space. Sara's role involved the interface between the technical experts and the public and government. This involved communicating complicated technical issues into information that could be understood by the general public and parliamentary advisors. Complaint management concerning aviation safety issues was also one of Sara's areas of expertise.

Sara has considerable experience coaching and mentoring staff at all levels. She also actively contributes to community based organisations as Board chair of a disability service provider and volunteers with a number of other organisations.

Sara completed the Foundations of Directorship course with the Australian Institute of Company Directors in 2013. She holds a Certificate IV in Government (Investigation), a Graduate Diploma of Women's Studies and a Bachelor of Education degree.

Providing Reviews of Decisions and Actions, Workplace Investigations
and Related Strategic Advice to the Public Sector and Other Organisations